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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/812,850	03/21/2001	Satoshi Iwata	122.1446	1447
21171 STAAS & HA	7590 06/11/2007		EXAMINER	
SUITE 700			BARQADLE, YASIN M	
WASHINGTO	ORK AVENUE, N.W. N. DC 20005	I ADTINIT I DADED NUMBED		
			2153	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

		Application No.	Applicant(a)		
			Applicant(s)		
Office Action Summers		09/812,850	IWATA ET AL.		
	Office Action Summary	Examiner	Art Unit		
	The MAU INC DATE of this agreement of the same	Yasin M. Barqadle	2153		
Period fo	The MAILING DATE of this communication app or Reply	lears on the cover sheet with the c	orrespondence address		
WHIC - Exter after - If NO - Failu Any r	ORTENED STATUTORY PERIOD FOR REPLY CHEVER IS LONGER, FROM THE MAILING DAISIONS of time may be available under the provisions of 37 CFR 1.13 SIX (6) MONTHS from the mailing date of this communication. Period for reply is specified above, the maximum statutory period were to reply within the set or extended period for reply will, by statute, eply received by the Office later than three months after the mailing and patent term adjustment. See 37 CFR 1.704(b).	ATE OF THIS COMMUNICATION 36(a). In no event, however, may a reply be tin will apply and will expire SIX (6) MONTHS from the cause the application to become ABANDONE	N. nely filed the mailing date of this communication. D (35 U.S.C. § 133).		
Status					
1)⊠	Responsive to communication(s) filed on 12 Fe	ebruary 2007			
2a)⊠	This action is FINAL . 2b) This action is non-final.				
3)	Since this application is in condition for allowance except for formal matters, prosecution as to the merits is				
	closed in accordance with the practice under E	x parte Quayle, 1935 C.D. 11, 4	53 O.G. 213.		
Dispositi	on of Claims				
5)□ 6)⊠ 7)□	Claim(s) <u>1-25</u> is/are pending in the application. 4a) Of the above claim(s) <u>21 and 22</u> is/are with Claim(s) is/are allowed. Claim(s) <u>1-3,6-21 and 23-25</u> is/are rejected. Claim(s) is/are objected to. Claim(s) <u>21-22</u> are subject to restriction and/or	drawn from consideration.			
Applicati	on Papers				
	The specification is objected to by the Examine				
10)	The drawing(s) filed on is/are: a) ☐ acco				
	Applicant may not request that any objection to the				
11)	Replacement drawing sheet(s) including the correct The oath or declaration is objected to by the Ex				
Priority u	ınder 35 U.S.C. § 119				
12) a)	Acknowledgment is made of a claim for foreign All b) Some * c) None of: 1. Certified copies of the priority document 2. Certified copies of the priority document 3. Copies of the certified copies of the priority application from the International Bureau See the attached detailed Office action for a list	s have been received. s have been received in Applicat rity documents have been receive u (PCT Rule 17.2(a)).	ion No ed in this National Stage		
	e of References Cited (PTO-892)	4) 🔲 Interview Summary			
3) Infor	ce of Draftsperson's Patent Drawing Review (PTO-948) mation Disclosure Statement(s) (PTO/SB/08) er No(s)/Mail Date	Paper No(s)/Mail D 5) Notice of Informal F 6) Other:			

Response to Amendment

- 1. The amendment filed on February 12, 2007 has been fully considered but are most in view of the new ground(s) of rejection.
 - Claims 21 and 22 have been withdrawn.

Election/Restrictions

- 2. Restriction to one of the following inventions is required under 35 U.S.C. 121:
- I. Claims 1-3,6-20, drawn to a portable viewer system, classified in class/subclass 709/219.
- II. Claim 21, drawn to a method of converting a data file, classified in class/subclass 709/246.
- III. Claims 22, drawn to a data structure, classified in class 707, subclass 100.

Newly submitted claims 21-21 are for a method of converting a data file and a medium with a data structure, classified in class/subclass 709/246 and 707/100 respectively.

Since applicant has received an action on the merits for the originally presented invention, this invention has been constructively elected by original presentation for prosecution on the merits. Accordingly, claims 21-22 are withdrawn from consideration as being directed to a non-elected invention. See 37 CFR 1.142(b) and MPEP § 821.03.

Claim Rejections - 35 USC § 112

The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

Claim 25 is rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention. The limitation of "with each layer <u>mutually exclusive with respect to other</u> layers of the hierarchical data," is not defined in the specification as originally filed. No mention of "... <u>mutually</u> exclusive with respect to other layers..." or its equivalent is found in the specification.

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Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

- (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.
- 1. Claims 1-7, 12, 15-17, 19 and 23-25, are rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi U.S. Patent (6633759) in view Kikinis (6553410) further in view of Yamamoto (U.S. Patent Number 5,138,697, hereinafter "Yamamoto") and further in view of Hendricks US Patent Number 5986690.

In referring to claims 1,3, 4, 5, and 23-25,

- A portable server division, that can be carried in a container by a user:
 - Kobayashi, Fig. 9 shows a portable server division 1, which can be carried in a container (i.e. "a briefcase") by a user
 - The portable server division transmitting and receiving book-type contents having page-by-page information containing at least either images or characters:
 - "The software referred to herein includes, in case of the PC 1, application software installed in the PC 1, **such** as word processing software" (Kobayashi, col. 4, lines 34-36)
 - A portable viewer division, that can be carried by the user carrying said **portable** server division, for displaying said book-type contents transmitted from said server division page by page: Kobayashi, Fig. 9 shows a portable viewer division 2

Although Kobayashi shows substantial features of the claimed invention including processing the data sent from the PC 1 to the cellular phone 2 by changing the character font or removing unnecessary data in accordance with the size of the screen of the cellular phone 2 (col. 11, lines 1-2). Kobayashi is silent as to how an image data is transferred from the server (notebook pc) to the client (cellular phone). Kobayashi does not explicitly show means of converting the data to be displayed into a new format. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi as evidenced by Kikinis.

In analogous art, Kikinis discloses tailoring data and transmission protocol for efficient interactive data transactions over wide-area networks. A person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi so as to run the proxy server software on the server, such as taught by Kikinis, in order to take advantage of the faster network capabilities of the notebook PC and format the data for display on a smaller screen while browsing the Internet.

Although Kobayashi and Kikinis show substantial features of the claimed invention including processing the data sent from the PC 1 to the cellular phone 2 by changing the character font or removing unnecessary data in accordance with the size of the screen of the cellular phone 2 (col. 11, lines 1-2) and formatting the transmitted data. Kobayashi and Kikinis do not explicitly show displaying a full page. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi and Kinkinis as evidenced by Hindrics.

In analogous art, Hendricks discloses a portable viewer (266) that can display a full page of a content book (fig. 14t; col. 11, lines 4-17 and col. 12, lines 13-42. A person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi and Kikinis in order to be able to view the full content of the text in or an image in a page.

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Although Kobayashi, Kikinis and Hindricks show substantial features of the claimed invention they do not show where the intermediate data file is configured to have contents which are layered.

In analogous art, Yamamoto whose invention is about graphic data conversion method, discloses converting a data file into an intermediate data file configured to have contents which are layered (col. 2, lines 31-59 and col. 11, lines 10-29) A person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi so as to run the proxy server software on the server, such as taught by Yamamoto, in order to provide a simple, perspicuous, highly flexible and highly universal graphic data conversion method capable of carrying out unrestricted conversion of graphic data including data connecting graphic forms and their attributes and to translate contents of an intermediate file into a drawing conforming to another graphic data processing system

In referring to claim 3, Kobayashi in view of Kikinis shows,

- Said means for converting converts a data file having at least one of a document layout, document information, character information and image information into the intermediate data file formed by part of information in an image wherein said means for transferring transfers the intermediate data file so converted to said viewer division: Kikinis, Fig. 4 shows converting an HTML file (from step 89) into a new layout as an HTL file (in step 99) and sending said HTL file over the wireless interface in step 105.
 - Said viewer division displays a page-by-page image by describing the intermediate data File: Kikinis, Fig. 4 shows displaying the page-by-page image in step 107.

In referring to claim 2,

The viewer division comprises,

 A display panel for displaying said book-type contents page by page and a display memory for storing page-by-page information that is to be displayed on said display panel: Kobayashi, Fig. 4 shows a display panel 43 on the viewer division

A first wireless interface module:

Kobayashi, Fig. 4 shows a first wireless interface module 30 on the viewer division

• A first battery for supplying power to said display panel and said display memory: Kobayashi, Fig. 9 shows the viewer division is a cell phone, which includes "a battery checking function" (Kobayashi, col. 3, lines 17-18)

The server division comprises,

• A disk for storing said book-type contents; a computer processing unit for creating page-by-page information from said book-type contents stored in said disk:

Kobayashi, Fig. 3 shows the application(s) 27 are stored in memory; Kobayashi, Fig. 2 shows a computer processing unit 17

• A second wireless interface module for performing wireless communications with said first wireless interface module of said viewer division:

Kobayashi, Fig. 2 shows a second wireless interface module 7

• A second battery for supplying power to said disk, said second wireless interface module and said computer-processing unit:

A portable computer that is able to operate while in a briefcase inherently implies a battery

Claim 6, Kobayashi in view of Kikinis shows,

• Said intermediate data file is constituted by a plurality of subdivisions, whereby said intermediate data file is sequentially transferred subdivision by subdivisions in transferring images:

"In various embodiments of the present invention, hand-held devices with CPUs having an ability to run at from 0.001 to 0.05 MIPs can serve as WEB browsers; displaying WEB pages and allowing users to initiate on-screen links and to input data

into input fields." (Kikinis, col. 8, lines 34-38)

The intermediate data files allow the users to initiate on-screen links and are therefore constituted by a plurality of hierarchies

• Said viewer division describes said intermediate data file in said display memory every time said intermediate data is transferred thereto:

Kikinis, Fig. 4 shows displaying the intermediate data file in step 107.

In referring to claim 7, Kobayashi in view of Kikinis shows,

Said intermediate data file is configured by layering character information of original
image information in accordance with the size of character font, so that priority in
transfer is granted to intermediate data files in which larger-sized characters are
layered: The system of Kikinis translates an HTML file to HTL inherently implying
layering character information of original image information in accordance with the
size of character font

In referring to claim 12 (as understood), Kobayashi in view of Kikinis shows,

Said portable viewer division has a compressed data decompressing function, wherein a
page image in which a page constitutes a unit is data compressed at said portable server
division:

"At step 101 the Proxy-Server converts all of the jpg files to a dithered bitmap format according to information associated with the user ID received from the hand-held at log-on. This ID establishes the size and resolution of the hand-held's display, for example, and the bitmap created from the jpg files is scaled to the hand-held's display." (Kikinis, col. 11, lines 22-27)

• After transferring said compressed image, said transferred compressed image is expanded for display by said compressed data decompressing function at said viewer division. Kikinis, Fig. 4 shows displaying the compressed image at step 107.

In referring to claim 15, Kobayashi in view of Kikinis shows,

• Said viewer division has its own specific identification number, wherein said identification number is registered in advance in said server division:

"At step 61 the user logs on by entering a user name and password and the field unit identifies itself with its ID. At step 63 the Proxy-Server compares the entered password and ID with stored records, and derives a signature for the unit. At step 65 the Proxy-Server decides whether the information is correct." (Kikinis, col. 10, lines 47-52)

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• Said identification number is described in an intermediate data file, whereby when the identification number of an intermediate data file sent to said viewer division coincides with the identification number that said viewer division possesses, the data is described in said display memory:

"If the Log-On is valid, control passes to step 67, and the Proxy-Server acknowledges the successful log-on to the hand-held unit at step 69." (Kikinis, col. 10, lines 52-54)

In referring to claim 16 (as understood), Kobayashi in view of Kikinis shows,

- Said viewer division has its own specific identification number, wherein said identification number is registered in advance in said server division:

 Kikinis, col. 10, lines 47-52 (see full quote above)
- Said identification number is described in an intermediate data file, whereby when the identification number of an intermediate data file sent to said viewer division coincides with the identification number that said viewer division possesses, hierarchical data on a lower layer is described in said display memory:

Kikinis, col. 10, lines 52-54 (see full quote above)

In referring to claim 17 (as understood), Kobayashi in view of Kikinis shows,

• A signal comprising the identification number of said viewer division is transmitted from said viewer division to said server division:

Kikinis, col. 10, lines 47-52 (see full quote above)

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• When said signal is received at said server division, said signal is collated with the identification number of a viewer registered therein and wherein when said collation determines that said identification numbers coincide with each other, a publication

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"An ID match when connecting a hand-held unit to the Proxy-Server provides the Proxy-Server with information about the hand-held unit, such as CPU type and power, screen size, type and resolution, presence of a pointer device, and **sound capability.**" (**Kikinis**, col. 8, lines 15-19)

Kikinis, col. 10, lines 52-54 (see full quote above)

signal is described in an intermediate data file:

In referring to claim 19 (as understood), Kobayashi in view of Kikinis shows,

• A signal comprising the identification number of said viewer division is transmitted from said viewer division to said server division:

Kikinis, col. 10, lines 47-52 (see full quote above)

• When said signal is received at said server division, said signal is collated with the identification number of a viewer registered therein and wherein when said collation determines that said identification numbers coincide with each other, a publication signal is described in an intermediate data file:

Kikinis, col. 8, lines 15-19 (see full quote above), Kikinis, col. 10, lines 52-54 (see full quote above)

Claim 9 (as understood) is rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi in view of Kikinis and Hindricks and in further view of Helfman (U.S. Patent Number 6,119,135, hereinafter "Helfman"). Although Kikinis in view of Nguyen shows substantial features of the claimed invention, Kobayashi in view of Kikinis does not explicitly show priority in transfer is given to intermediate data files on said subdivisions of image portions. Nonetheless this feature is well known in the art and would have been an obvious design choice for the system disclosed by Kobayashi in view of Kikinis and Hindricks as evidenced by Helfman.

In analogous art, Helfman discloses a method for passively browsing the Internet using

images extracted from web pages. Helfman shows: "The system maintains a mapping list that maps the universal resource locator (URL) of the displayed web page images to the URL of the web page containing those images. When a user selects a displayed image, the user's browser is driven to the associated web page, so that the user can view the web page in its entirety." (Helfman, col. 1, lines 42-47)

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis and Hindricks so as to transfer an image of a web page before the text, such as taught by Helfman, in order to preview a web page without fully downloading the pages data.

2. Claim 10 is rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi in view of Kikinis and Hindricks and in further view of Kunkel et al. (U.S. Patent Number 6,477,579, hereinafter "Kunkel"). Although Kobayashi in view of Kikinis shows substantial features of the claimed invention, Kobayashi in view of Kikinis does not show the viewer writes in said display memory for each address which is a certain interval away from a transferred intermediate data file. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi in view of Kikinis and Hindricks as evidenced by Kunkel.

In analogous art, Kunkel discloses an access system and method for providing interactive access to an information source through a networked distribution system. Kunkel shows storing HTML data from the hyperlinks in the current web page: "In the operation of the channel hyperlinking system 10, each of the headends 14 preferably pre-caches from the ISP 30, the HTML data pertaining to the channel hyperlinks associated with upcoming programming prior to the broadcasts, and stores this information in the cache 31. " (Kunkel, col. 12, lines 45-49)

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis and Hindricks so as to pre-cache data that is an interval away from the intermediate data file, such as taught by Kunkel, in order to speed up the response to an activated link.

Claim 11 is rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi in view of Kikinis and in further view of Marmor (U.S. Patent Number 6,601,108, hereinafter "Marmor"). Although Kobayashi in view of Kikinis shows substantial features of the claimed invention, including the system of claim 6 (see 103 rejection above), Kobayashi in view of Kikinis and Hindricks do not show said intermediate data file is configured by converting character information into a binary image. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi in view of Kikinis as evidenced by Marmor.

In analogous art, Marmor discloses an automatic conversion system. Marmor shows said intermediate data file is configured by converting character information into a binary image: "In a preferred embodiment of the invention, data from the server which cannot normally be displayed on the client is converted, by the automatic converter, into image files for display on the client. Preferably, text data for which there is no available font on the client is converted in image data, for example GIF format data. "(Marmor, col. 5, lines 8-13)

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis and Hindricks so as to convert character information into a binary image, such as taught by Marmor, in order to allow the client to display characters from an unsupported character set.

3. Claims 13, 18, and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi in view of Kikinis and Hindricks and in further view of Jungck (U.S. Patent Number 6,728,785, hereinafter "Jungck").

In referring to claim 13 (as understood), although Kobayashi in view of Kikinis shows substantial features of the claimed invention, including the system of claim 1 (see 102 rejection above), Kobayashi in view of Kikinis does not show said viewer division has a compressed data decompressing function, wherein an intermediate data file in which a page image, in which a page constitutes a unit, is layered is data compressed at said server division, wherein after said compressed intermediate data file has been transferred, said transferred compressed image is expanded by said compressed data decompressing function at said viewer division. Nonetheless

this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi in view of Kikinis and Hindricks as evidenced by Jungck.

In analogous art, Jungck discloses a system and method for dynamic compression of data. Jungck shows compressing data at the server division and decompressing the data at the viewer division: "The present invention intercepts web page requests then compresses the web page, which is usually an HTML file, and sends it to the requesting workstation in the compressed format. The requesting workstation then decompresses the web page before processing the web page." (Jungck, col. 3, line 67 – col. 4, line 5)

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis and Hindricks so as to compress data at the server and decompress the data at the viewer, such as taught by Jungck, in order "to reduce the time required to transfer files." (Jungck, col. 1, lines 18-19)

In referring to claim 18 (as understood), although Kobayashi in view of Kikinis shows substantial features of the claimed invention, including:

- The system of claim 12 (see rejection above),
 - Said viewer division has its own specific identification number, wherein said identification number is registered in advance in said portable server division: *Kikinis*, col. 10, lines 47-52 (see full quote above)
 - Said identification number is described in an intermediate data file, whereby when the identification number of an intermediate data file sent to said viewer division coincides with the identification number that said viewer division holds a notification is displayed on the viewer division: Kikinis, col. 10, lines 52-54 (see full quote above)

However Kobayashi in view of Kikinis does not show a compressed file is decompressed when the identification number is determined to be valid. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi in view of Kikinis as evidenced by Jungck.

In analogous art, Jungck discloses a system and method for dynamic compression of data.

Jungck shows compressing data at the server division and decompressing the data at the viewer division: Jungck, col. 3, line 67 - col. 4, line 5 (see full quote above)

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis so as to compress data at the server and decompress the data at the viewer, such as taught by Jungck, in order "to reduce the time required to transfer files." (Jungck, col. 1, lines 18-19)

In referring to claim 20 (as understood), Kobayashi in view of Kikinis in view of Jungck shows,

- Said viewer division has its own specific identification number, wherein said identification number is registered in advance in said portable server division: *Kikinis*, col. 10, lines 47-52 (see full quote above)
- Said identification number is described in an intermediate data file, whereby when the identification number of an intermediate data file sent to said viewer division coincides with the identification number that said viewer division holds, a compressed data is decompressed:

Kikinis, col. 10, lines 52-54 (see full quote above), a system that compresses data, sends it over a wireless interface and then decompresses said data inherently implies a compressed data is decompressed when information is sent from the server to the viewer.

4. Claim 14 (as understood) is rejected under 35 U.S.C. 103(a) as being unpatentable over Kobayashi in view of Kikinis and Hindricks and in further in view of Betts (U.S. Patent Number 4,734,920, hereinafter 'Betts"). Although Kobayashi in view of Kikinis shows substantial features of the claimed invention, including the system of claim 3, Kobayashi in view of Kikinis and Hindricks does not show a plurality of said wireless interface modules. Nonetheless this feature is well known in the art and would have been an obvious modification to the system disclosed by Kobayashi in view of Kikinis as evidenced by Betts.

In analogous art, Betts discloses a high speed modem for multiple communication circuits.

Betts, Fig. 1 shows a plurality of line interfaces on the client side (30, 34) and on the server side (35, 36).

Given these teachings, a person of ordinary skill in the art would have readily recognized the desirability and advantages of modifying the system of Kobayashi in view of Kikinis and Hindricks so as to have a plurality of said wireless interface modules, such as taught by Betts, in order to provide a high speed connection using multiple slow communication connections.

Conclusion

1. ACTION IS MADE FINAL. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

The prior made of record and not relied upon is considered pertinent to applicant's disclosure.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Yasin Barqadle whose telephone number is 571-272-3947. The examiner can normally be reached on 9:00 AM to 5:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Glenn Burgess can be reached on 571-272-3949. The fax phone numbers for the organization where this application or proceeding is assigned are 703-872-9306 for regular communications and 703-746-7238 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.

Information regarding the status of an application may be obtained form the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either private PAIR or public PAIR system. Status information for unpublished applications is available through private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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